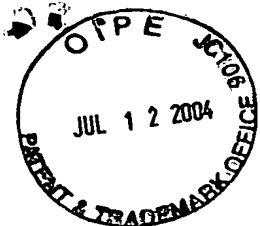


AMENDMENTS TO THE DRAWINGS

The attached sheets of drawings include changes to Figs. 2, 4I, 4J, 4K and 5. These sheets replace the original sheets including Figs. 2, 4I, 4J, 4K, 4L and 5. Figs. 2, 4I, 4J, 4K and 5 have been amended to conform more clearly with their corresponding detailed descriptions and to correct inconsistencies.

Attachment: Replacement Drawing Sheets (5 sheets)

Annotated Drawing Sheets Showing Changes (6 sheets)



Attorney Docket No.:
First Inventor:
Title:

SBL0002US
Anil K. Annadata
System and Method for Maintaining Real-Time Agent
Information for Multi-Channel Communication Queuing

REPLACEMENT SHEET

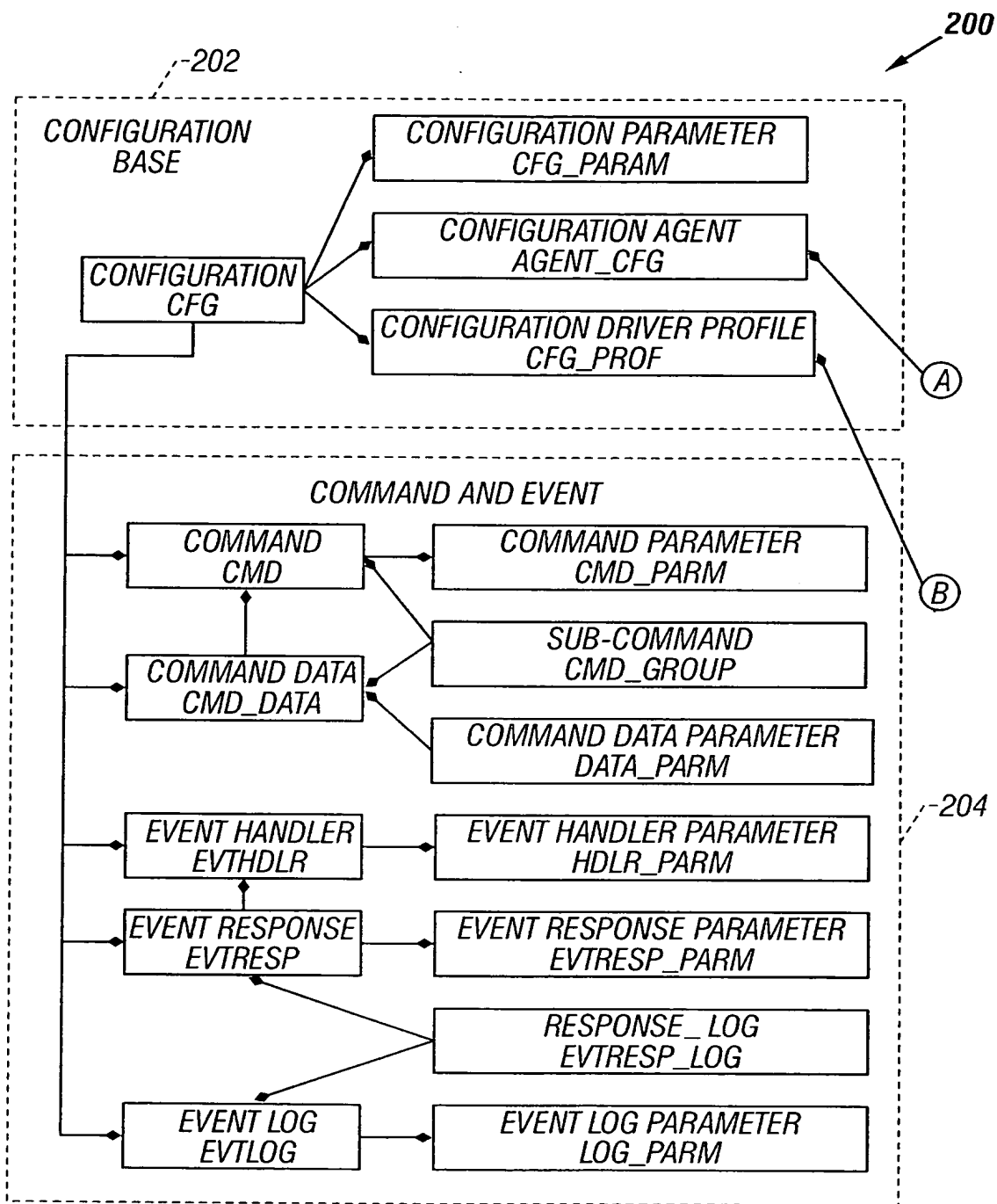


FIG. 2-1



REPLACEMENT SHEET

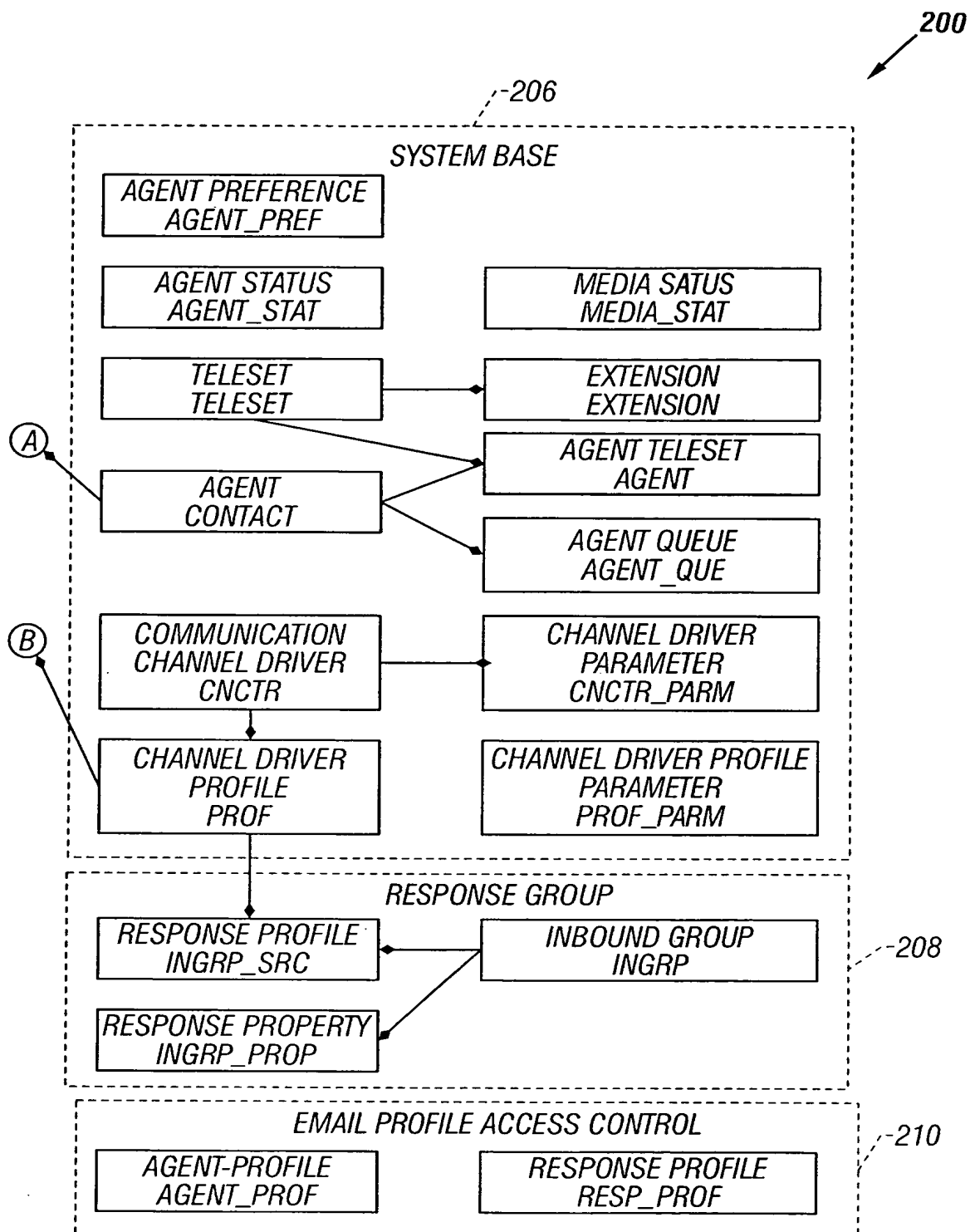


FIG. 2-2

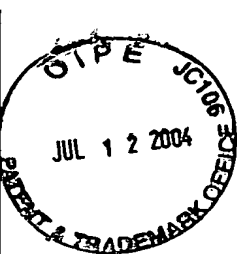


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REPLACEMENT SHEET

FIG. 4I: TABLE UQ_ROUTE_STS

| Column Name | Type | Length | Comments |
|----------------------------------|-----------|--------|---|
| ROUTE_ID | Varchar | 75 | |
| START_TS | Date Time | | |
| END_TS | Date Time | | |
| SOURCE_NAME | Varchar | 75 | Either the route name |
| AVG_WAIT_TM | Number | 10 | Waiting time during the given period |
| AVG_HANDLE_TM | Number | 10 | Handling time during the period |
| NUM_ABANDONED_REQS | Number | 10 | Number of abandoned requests |
| AVG_ABANDONING_TM | Number | 10 | |
| LONGEST_WAIT_TM | Number | 10 | Longest waiting time in seconds |
| AVAIL_USER_PCT | Number | 10 | Percentage of available agents |
| AUX_WORK_USER_PCT | Number | 10 | Percentage of auxwork agents |
| TOTAL_NUM_WORKITEMS | Number | 10 | Total number of agents if each agent handles only one work item |
| TOTAL_NUM_UNASSIGNED_WORKITEM | Number | | |
| TOTAL_NUM_DELIVERED_WORKITEM | Number | | |
| TOTAL_NUM_SERVICE_LEVEL_WORKITEM | Number | | |
| Comments | Varchar | 250 | |



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REPLACEMENT SHEET

FIG. 4J: TABLE UQ_MEDIA_STS

| Column Name | Type | Length | Comments |
|--------------------------------------|-----------|--------|---|
| MEDIA_TYPE_CD | Varchar | 30 | |
| START_TS | Date Time | | |
| END_TS | Date Time | | |
| SOURCE_NAME | Varchar | 75 | Either the route name |
| AVG_WAIT_TM | Number | 10 | Waiting time during the given period |
| AVG_HANDLE_TM | Number | 10 | Handling time during the period |
| NUM_ABANDONED_REQS | Number | 10 | Number of abandoned requests |
| AVG_ABANDONING_TM | Number | 10 | |
| LONGEST_WAIT_TM | Number | 10 | Longest waiting time in seconds |
| AVAIL_AGENT_PCT | Number | 10 | Percentage of available agents |
| AUX_WORK_AGENT_PCT | Number | 10 | Percentage of auxwork agents |
| TOTAL_NUM_WORKITEMS | Number | 10 | Total number of agents if each agent handles only one work item |
| TOTAL_NUM_UNASSIGNED_WO RKITEM | Number | | |
| TOTAL_NUM_DELIVERED_WOR KITEM | Number | | |
| TOTAL_NUM_SERVICE_LEVEL_ WORKITEM | Number | | |
| Comments | Varchar | 250 | |



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REPLACEMENT SHEET

FIG. 4K: TABLE UQ_AGENT_STS

| Column Name | Type | Length | Comments |
|--------------------|-----------|--------|-----------------------------|
| AGENT ID | Varchar | 15 | |
| START_TS | Date Time | 7 | |
| END_TS | Date Time | 7 | |
| CONTACT ID | Varchar | 15 | |
| AVAIL_PCT | Number | | Percentage available |
| BUSY_PCT | Number | | Percentage busy |
| AUX_WORK_PCT | Number | | Percentage auxwork |
| NUM_COMM_ITEM_SRVD | Number | | Number of work items served |
| Comments | Varchar | 250 | |

FIG. 4L: TABLE UQ_ERR_LOG

| Column Name | Type | Length | Comments |
|-------------|-----------|--------|--------------------------|
| Name | Date Time | 7 | |
| TYPE_CD | Varchar | 30 | Either alarm or error |
| Severity | Varchar | 30 | |
| ERROR_CODE | Varchar | 10 | Alarm code or error code |
| MSG_DESC | Varchar | 250 | Template for message |



REPLACEMENT SHEET

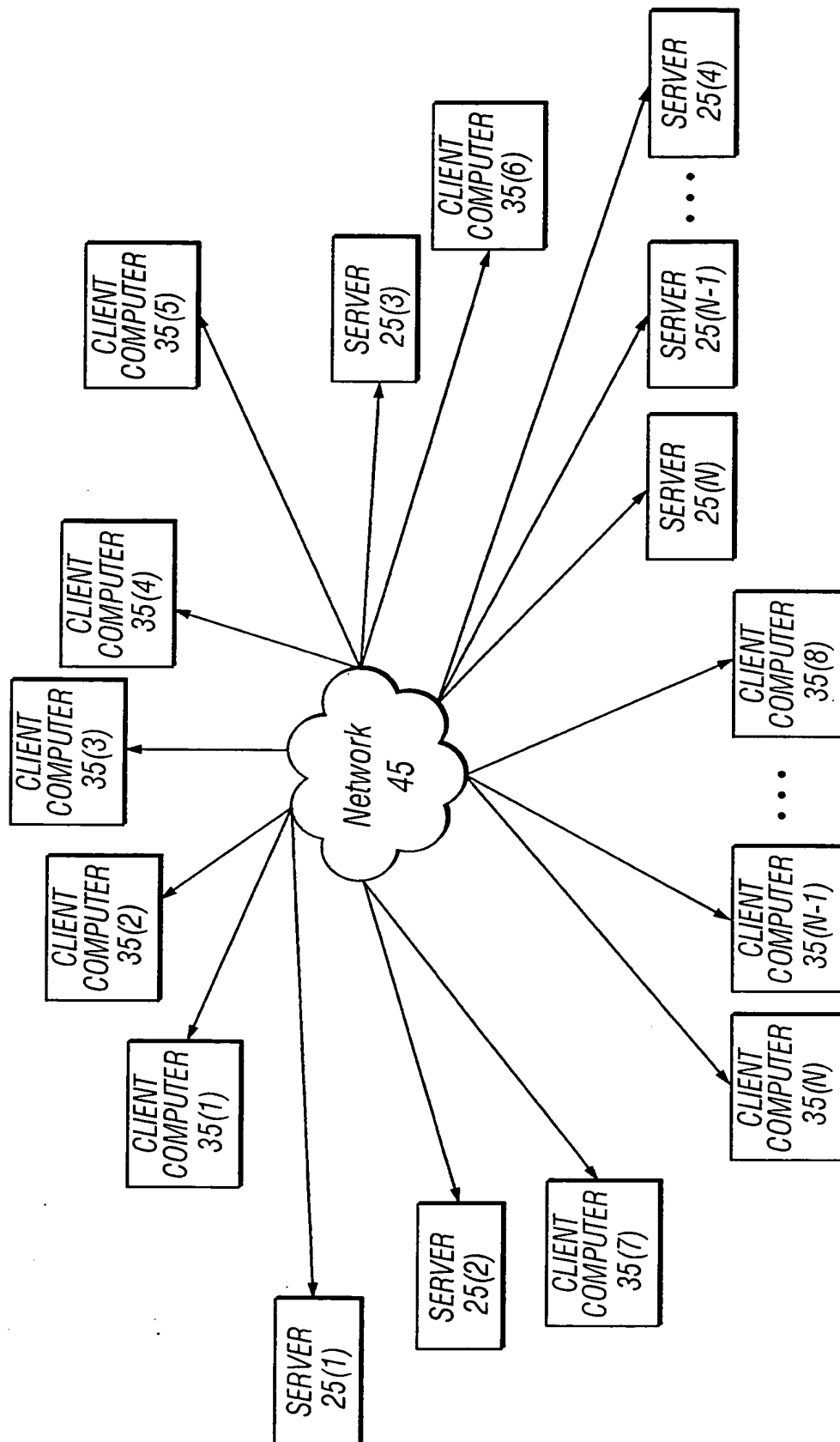


FIG. 5